



INSTALLATION METRICS



Installation Metrics for Traffic Management Processes





INSTALLATION METRICS



WHAT IS A METRIC?

A mathematical function that associates a real nonnegative number analogous to distance with each pair of elements in a set such that the number is zero only if the two elements are identical, the number is the same regardless of the order in which the two elements are taken, and the number associated with one pair of the elements plus that associated with one member of the pair and a third element is equal to or greater than the number associated with the other member of the pair and the third element. [Merriam-Webster's Collegiate Dictionary, 11th Edition](#)

Metric are a Canadian indie rock band. Originally from Toronto, Ontario, they are currently based in Los Angeles, California.
[en.wikipedia.org/wiki/Metric_\(band\)](https://en.wikipedia.org/wiki/Metric_(band))



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The standard of measurement of a contract requirement for which a quality standard can be applied. For example, if there is a contract requirement to maintain an accurate inventory of widgets, the metric is the number of widgets accounted for. The accuracy of the widgets inventory can be compared to a standard to determine the quality of the inventory. A unique identifier of performance. A metric is what is actually measured.

strategicsourcing.navy.mil/reference_documents/defs.cfm_

A measurement of a characteristic of an object or activity. The measurement is done using a consistent method, at consistent intervals, in order to assess, monitor and/or communicate information about the object or activity. Metrics may be quantitative or qualitative.

www.esc.edu/personal/klf/kftest.nsf/webpages/handout.html



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•Why do we care?

Need to measure the performance of each process

Standardized method of determining quality

Lean our workforce; maintain only those resources needed to perform a particular process or set of processes

Establish benchmarks, determine cause and effect when processes are out of control

Required during commercial activities (A-76) studies, most efficient organization (MEO) development and has become SOP for business offices

• Why are we constantly reinventing the wheel?

•Can we be consistent with our installation/MCIEAST/MCIWEST business offices?



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Historical Points

Jun 04: LPD was tasked by LR to develop Installation Transportation Metrics.

Jun 04: LPD prepared TMO metrics based on LR guidance and limited (due to time constraints) input from the field. Next few slides contain the LR approved set of Performance Work Units and Performance Measures.

Jul-Aug 04: LOGCOM sends us an email that says “WHOA, DUDE! Too many metrics”.....we were told we could only use a couple. After much bloodshed, we finally selected four and told them, nicely, to take it or leave it.

Jul 05: TMO, Camp Lejeune.....only one Installation Metric that shows up on the Command Balanced Scorecard: “Percentage of deployment timelines met”. Hmmmm, seems pretty important to me, and it’s only one.....and it’s pretty squishy...ahhh, let’s leave it alone for now, got bigger fish to fry.

Jan 07: The specter of A-76 and MilCiv conversions is slowly walking up the road to the house of TMO with blood dripping from its



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| | Personal Property | | | | |
|--------|---|------------------|----------|----------|---------|
| Number | Title | Total Work Units | Actual % | Target % | Alarm % |
| PPW.1 | Number of individual counselings | | | | |
| PPW.2 | Number of group counseling | | | | |
| PPW.3 | Number of outbound shipments | | | | |
| PPW.4 | Number of Local DITY moves | | | | |
| PPW.5 | Number of PCS DITY Moves | | | | |
| PPW.6 | Number of inbound shipments | | | | |
| PPW.7 | Number of inbound shipments placed in Storage In Transit | | | | |
| PPW.8 | Number of shipments placed in NonTemporary Storage | | | | |
| PPW.9 | Number of claims counselings (packages and submissions) | | | | |
| PPW.10 | Number of claims adjudicated locally | | | | |
| PPW.11 | Number of claims submitted to HQMC | | | | |
| PPW.12 | Number of shipments received by Personal Effects and Baggage Center | | | | |
| PPW.13 | Number of shipments completed processing by Personal Effects and Baggage Center | | | | |
| | | | | | |
| PPM.1 | % of customers satisfied with provided service | | | | |
| PPM.2 | % of outbound shipments booked within one working day | | | | |
| PPM.3 | % of outbound shipments picked up on RDD or as agreed to with member | | | | |
| PPM.4 | % of inbound shipments delivered on RDD or as agreed to with member | | | | |
| PPM.5 | % of inbound and outbound shipments inspected | | | | |
| PPM.6 | % of inbound shipments cleared within two hours | | | | |
| PPM.7 | % of inbound shipments moved into Storage in Transit (SIT) | | | | |
| PPM.8 | % of SIT shipments exceeding 90 days | | | | |
| PPM.9 | % of NonTemporary Storage lots exceeding authorized time limits | | | | |
| PPM.10 | % of authorized claims adjudicated locally within five working days | | | | |
| PPM.11 | % of shipments completed processing by Personal Effects and Baggage Center | | | | |



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| | Passenger Transportation | | | | |
|--------|--|------------------|----------|----------|---------|
| Number | Title | Total Work Units | Actual % | Target % | Alarm % |
| PTW.1 | Number of tickets/transactions generated by type | | | | |
| PTW.1A | Air | | | | |
| PTW.1B | Rail | | | | |
| PTW.1C | Rental Car | | | | |
| PTW.1D | Ship | | | | |
| PTW.1E | Lodging | | | | |
| PTW.2 | Number of passports generated by type | | | | |
| PTW.2A | No Fee | | | | |
| PTW.2B | Tourist | | | | |
| PTW.3 | Number of Port Call requests submitted | | | | |
| PTW.4 | Number of Centrally Billed Accounts statements received | | | | |
| PTW.5 | Number of Unused Tickets Reported | | | | |
| PTW.6 | Number of passengers processed through Passenger Control Point (LAX and APOF Onns) | | | | |
| PTW.7 | Number of flights processed (LAX and APOF Onns) | | | | |
| PTM.1 | % of customers satisfied with provided service | | | | |
| PTM.2 | % of centrally billed accounts billing statements reconciled and submitted for payment on time | | | | |
| PTM.3 | % of unused tickets returned within three working days | | | | |
| PTM.4 | % of travelers requesting business class or premium less than first class authorized in orders | | | | |
| PTM.5 | % of travelers using business class or premium less than first class without proper approval | | | | |
| PTM.6 | % of travelers requesting first class authorized in orders | | | | |
| PTM.7 | % of travelers using first class without proper approval | | | | |



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| | Freight Transportation | | | | |
|--------|--|------------------|----------|----------|---------|
| Number | Title | Total Work Units | Actual % | Target % | Alarm % |
| ETW.1 | Number of shipments processed inbound | | | | |
| ETW.2 | Number of shipments processed outbound | | | | |
| ETW.3 | Number of shipments processed through PP&P | | | | |
| ETW.4 | Number of cardboard containers prepared by PP&P | | | | |
| ETW.5 | Number of wood containers prepared by PP&P | | | | |
| ETW.6 | Number of scales operation tickets issued | | | | |
| ETW.7 | Number of Transportation Discrepancy Reports Generated | | | | |
| ETW.8 | Number of inbound shipments incurring detention/demurrage charges | | | | |
| ETW.9 | Number of outbound shipments incurring detention/demurrage charges | | | | |
| ETM.1 | % of customers satisfied with provided service | | | | |
| ETM.2 | % of inbound shipments held in processing beyond Transportation Priority or locally agreed upon time frames | | | | |
| ETM.3 | % of outbound shipments held in processing beyond Transportation Priority or locally agreed upon time frames | | | | |
| ETM.4 | % of inbound and outbound hazardous material shipments properly prepared with correct packaging and declarations by mode | | | | |
| ETM.5 | % of arms, ammunition and explosives and classified material REPSHIPS completed within required time frame | | | | |
| ETM.6 | % of Transportation Discrepancy Reports (TDR) prepared as required for arms, ammunition and explosives shipments | | | | |
| ETM.7 | % of shipments misrouted/misconsigned | | | | |



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| Transportation Voucher Certification Division | | | | | |
|---|---|------------------|----------|----------|---------|
| Number | Title | Total Work Units | Actual % | Target % | Alarm % |
| TVW.1 | Number of Meal Tickets processed and the total amount | | | | |
| TVW.2 | Number of Freight Bills processed and the total amount (GBL - Linehaul, Supplementals, DD Form 2277's (CBI 's)) | | | | |
| TVW.3 | Number of Passenger Bills processed and the total amount (GTR and AGTR) | | | | |
| TVW.4 | Number of Transportation Component Command Bills processed and the total amount (AMC Cargo, AMC PCS, AMC TAD, MTMC Port Handling and MSC) | | | | |
| TVW.5 | Number of Vans processed and the total amount (GBL - Linehaul and Supplementals) | | | | |
| TVW.6 | Number of Personal Effects invoices processed and the total amount (GBL - Linehaul and Supplementals) | | | | |
| TVW.7 | Number of DITY Moves processed and the total amount | | | | |
| TVW.8 | Number of Non-Temporary Storage invoices processed and the total amount | | | | |
| TVW.9 | Number of Packing and Crating invoices processed and the total amount | | | | |
| TVW.10 | Number of Claims for Reimbursement processed and the total amount | | | | |
| TVW.11 | Number of POV Storage Reimbursements processed and the total amount | | | | |
| | | | | | |
| TVM.1 | % of customers satisfied with provided service | | | | |
| TVM.2 | % of Freight Bills processed and submitted for payment on time | | | | |
| TVM.3 | % of Passenger Bills processed and submitted for payment on time | | | | |
| TVM.4 | % of Transportation Component Command Bills processed and submitted for payment on time | | | | |
| TVM.5 | % of Vans processed and submitted for payment on time | | | | |
| TVM.6 | % of Personal Effects invoices processed and submitted for payment on time | | | | |
| TVM.7 | % of DITY Moves processed and submitted for payment on time | | | | |
| TVM.8 | % of Non-Temporary Storage invoices processed and submitted for payment on time | | | | |
| TVM.9 | % of Packing and Crating invoices processed and submitted for payment on time | | | | |
| TVM.10 | % of Claims for Reimbursement processed and submitted for payment on time | | | | |
| TVM.11 | % of POV Storage Reimbursements processed and submitted for payment on time | | | | |
| TVM.12 | % of paid duplicate invoices | | | | |



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| | Second Destination Transportation | | | | |
|--------|---|------------------|----------|----------|---------|
| Number | Title | Total Work Units | Actual % | Target % | Alarm % |
| SDM.1 | % of annual budget obligated (compute by month) | | | | |

Other metrics considered:

Cost per Ton Mile

Cost per transaction (ticket, any type of move, PEBC, etc.)

Total cost of services provided to the local economy:

Personal Property local contracts

Outbound and NTS Personal Property on other than
locally funded PCS Orders

Anything else?



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Which metrics are important to you?

Can we agree to propose that all Installation TMOs use the same metrics?

The Road ahead:

Who will champion this effort?

How do we proceed?

When are the reviews due?

How do we get the local business offices to concur?



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Questions relevant to this subject?

